

# Analysis of the Effectiveness of Employee Performance in Improving Public Services at the Bagan Sinembah Sub-District Office, Rokan Hilir Regency, Riau Province

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## Abstract

*This study aims to find out the Effectiveness of Employee Performance in Improving Public Services at the Bagan Sinembah Sub-District Office, Rokan Hilir Regency. This study used qualitative approach. Based on the results of research and discussion on Employee Work Effectiveness in Improving Public Services at the Bagan Sinembah District Office, Rokan Hilir Regency, Riau Province. The motivation here is defined as a performance of leaders and employees towards work situations in their agency environment, those who perform positively on their work situations will show high work motivation, this is also very supportive in creating enthusiasm and increasing Performance Effectiveness. Employees in Improving Public Services at the Bagan Sinembah Sub-District Office, Rokan Hilir Regency, Riau Province in each of the implementation of his duties and direction from the leadership to his subordinates can also create productive cooperation to achieve the goals that have been set. The ability to carry out the work has been good and the quality of the work has also obtained maximum results, with the achievement of this effective performance Performance Effectiveness Employees in Improving Public Services at the Bagan Sinembah Sub-District Office, Rokan Hilir Regency, Riau Province have been required to apply good management standards and have been assessed and verified by the institution entitled to provide certification. Technology here is related to the use of assistive devices in an organization, doing a job is certainly supported by adequate technology. Provision of information and technology facilities in Performance Effectiveness Employees in Improving Public Services at the Bagan Sinembah Sub-District Office, Rokan Hilir Regency, Riau Province has improved with the existence of WIFI networks and other supporting facilities that really help in completing the work.*

## Keywords

Effectiveness; employee performance; public services



## I. Introduction

The development of apparatus resources is very necessary because the position and role of the State Civil Apparatus is to organize government and development in order to achieve national goals. The national goals as stated in the preamble to the 1945 Constitution are to protect the entire Indonesian nation and the entire homeland of Indonesia and promote public welfare, educate the nation's life and participate in carrying out world order based on independence, eternal peace and social justice. This national goal can only be achieved through a planned, targeted, realistic national development that is carried out in stages, seriously, efficiently and effectively.

In an effort to improve the performance of the State Civil Apparatus, it is necessary to have employees who in their duties work effectively and efficiently. This aims to save time in carrying out their duties and improve work discipline for an employee, especially about how employees do their work so that the results achieved will be in accordance with the work done. As for in this case the performance in question is specific and clear (1), can be measured objectively both qualitatively and quantitatively (2), can show the achievement of outputs, benefits and impacts (3), must be flexible and sensitive to changes (4) and effective, that is, data can be collected, processed and analyzed efficiently and effectively (5).

Based on the Regent's Regulation (PERBUP) of Rokan Hilir Regency No. 66 of 2016 dated December 21, 2016, the sub-district heads were assigned the following tasks:

Assist regional heads in administering government, developing and fostering community life in the sub-district area, coordinating, supervising, controlling general government duties and implementing the authority delegated by the regent to handle some of the government affairs under the authority of the regional government.

To achieve good performance, employees who are disciplined, enthusiastic and responsible are needed with full dedication. So thus more emphasis on the behavior of each implementing apparatus in supporting the successful implementation of tasks. In carrying out activities and good performance, coaching is needed, so that in carrying out the work there are no mistakes and can improve knowledge and skills. In government regulation no. 53 of 2010 concerning the work discipline of the State Civil Apparatus, stipulates that obligations that must be obeyed and prohibitions that must not be violated by every State Civil Apparatus.

Community satisfaction is basically a very important component for every State Civil Apparatus who has the main task as a public servant. In this case, the government plays an active role in monitoring employee performance and does not hesitate to take action against individuals who work not in accordance with their duties and responsibilities as the State Civil Apparatus so as to create a deterrent effect that functions to control the performance behavior of the State Civil Apparatus in providing services to the community.

This is done so that people feel satisfied and proud of the performance of the State Civil Apparatus. To carry out the maximum work effectiveness of employees, it is necessary to have a good motivation in carrying out the existing tasks. This is the full responsibility of a leader in an organization in influencing his employees to work well.

## **II. Review of Literature**

### **2.1. Public Service**

Tracing the meaning of public service (Public Service) cannot be separated from the problem of public interest which is the origin of the emergence of the term public service. In other words, the public interest has to do with public services. Public services are services provided to the public, whether publicly provided or privately provided.

Public service is interpreted as the government's responsibility for activities aimed at the public interest (Kumorotomo, 1994:70). Another opinion says that public service is a service and service to the community in the form of a business that is run and the service is provided by upholding the requirements of efficiency, effectiveness, economy and good management in serving the community well and satisfactorily (Sampara Lukman, 2006:82).

A complete understanding of public services can be quoted from the Decree of the Minister for Empowerment of State Apparatus No. 63 of 2003 which states that "Public services are all forms of services carried out by public service providers as an effort to fulfill

the needs of service recipients as well as the implementation of the provisions of laws and regulations.” From the above understanding, public services are carried out by the government, in the sense that public goods and services are the responsibility of the government through its agencies from the center to the regions to meet the needs of the community and for the implementation of certain regulations.

Public services in the form of goods or services that are not profit-oriented, meaning that public services are not to increase profit margins but for community satisfaction, carried out at the lowest cost so that they can be reached by the most disadvantaged groups. Because it needs to be remembered that public services must be enjoyed by the community as a whole. The target of public services is actually very simple, namely satisfaction which consists of two major components, namely service and product components.

## **2.2. Work Effectiveness**

In the world of work, employees are required to have high work effectiveness. Organizational effectiveness is usually interpreted as the success achieved by an organization in its efforts to achieve predetermined goals. As the opinion of (Gibson, James L. 2006) saying that the effectiveness is "the achievement of goals set by cooperative effort". Clearly, if the target or goal has been achieved as it is planned before, it is called effective. Thus, if the target or goal is not completed within the allotted time, the work is not effective. The success and failure of an organization to achieve its intended goals depends on the ability of employees to carry out their duties and responsibilities for the assigned tasks to them. (Kuswati, Y. 2019)

A company or agency always tries so that the employees involved in it can achieve work effectiveness. The success of the organization in achieving its goals starts from the success of each employee concerned. Effectiveness is the main element to achieve a predetermined goal or goal in every organization. Effectiveness can be said to be effective, if the achievement of predetermined goals or objectives. According to Steers (1985) effectiveness is usually done to measure the extent to which a group or organization is effective in achieving a goal. While work effectiveness is the degree to which a person or group in carrying out their main tasks to achieve the desired goals. The term effectiveness is often used in an organization or company environment to describe whether or not the goals chosen by the company are appropriate. The effectiveness can be seen from the benefits or advantages of something chosen for the benefit of the organization or company.

Effectiveness is also often used to measure the success achieved by an organization or company related to the programs that have been planned. The management of an organization or company can be said to be successful if the goals or objectives set are able to be implemented and provide benefits for the company. The measure of effectiveness can be assessed by comparing the achievement of the objectives of an activity carried out and not regarding the costs incurred to carry out these activities (Danim, 2004). Effectiveness within the scope of the organization or company is usually associated with the implementation of the established program or activities carried out by the company to advance and develop the organization or company.

## **2.3. Employee Performance**

Performance is all the results of all forms of actions and policies in a series of work efforts at a certain period of time in order to achieve a goal. An answer to the question in the definition of performance according to Robbin in Nawawi (2006: 62), namely performance is the answer to the question "what are the results achieved by someone after doing something."

Mangkunegara (2000: 67) says that employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Attention to performance is a necessary thing for an organization or company.

Performance is not just achieving results but broadly needs to pay attention to other aspects, as the definition of performance according to Prawirosentono (2008), performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with the authority and responsibility each, in an effort to achieve the goals of the organization concerned legally, not violating the law and in accordance with morals and ethics.

Especially for public institutions, such a definition of performance is a concern so that they can carry out their functions and roles according to the rules and become an example for others. Thus, there will be no deviant actions when each individual (employee) does not violate the law and is in accordance with morals and ethics. Based on existing definitions, it can be concluded that employee performance is the result of work achieved by employees within a certain period of time in order to achieve a goal.

### III. Research Methods

Qualitative approach is a research method used to examine the condition of natural objects, as opposed to an experiment, where the researcher is the key instrument, data collection techniques are carried out by triangulation (combined), data analysis is inductive, and the results of qualitative research emphasize meaning rather than generalizations. In this study, the author uses a descriptive qualitative approach. Descriptive qualitative research explains phenomena in depth through data collection. Where in the research process is used based on theories that are relevant to the problems studied to find solutions to these problems. Sugiyono (2012: 8)

In addition, the basis for this research is a case study by focusing on employee performance in an effort to improve public services at the Bagan Sinembah sub-district office, Rokan Hilir Regency, Riau Province.

This research was conducted in Bagan Sinembah Sub-District Head Office, Rokan Hilir Regency, Riau Province. The study was conducted from October to December 2020. According to Arikunto Suhasimi (2006:79) in analyzing the writing will pour it with a qualitative descriptive technique, namely the percentage with the following formula:

Information:

$$P = \frac{F}{N} \times 100\%$$

P = Percentage

F = Frequency

N = Total Amount

The answers to each instrument using a Likert Scale have a gradation from very positive to negative, which can be in the form of words. For the purposes of analysis in this study, the respondents' answers in the questionnaire were given a score:

- a. Appropriate/Good/Always Good = 76-100%
- b. Fairly Appropriate/often/Quite Good= 56-75%
- c. Less Appropriate/Sometimes/Not Good= 40-55%
- d. Not Appropriate/Never/Not Good= Less than 40%

#### IV. Result and Discussion

Based on observations and data obtained by researchers in the field, the researchers tried to discuss the effectiveness of employee performance in improving public services at the Bagan Sinembah sub-district office, Rokan Hilir Regency, Riau Province. In providing good public services, direct community involvement is required in these service activities. In presenting the data in a systematic and easy to understand manner, the authors present it in the form of an arrangement according to the indicators set to examine the extent to which the effectiveness of the work of employees in improving public services in the Bagan Sinembah Sub-district, Rokan Hilir Regency, Riau Province

**Table 1.** Distribution of Number of Respondents by Gender

<b>Gender</b>	<b>amount</b>	<b>Percentage (%)</b>
Man	18	49.41
girl	12	50.58
<b>amount</b>	<b>30</b>	<b>100%</b>

*Source: Processed Data 2021*

From the table above, it can be seen that female respondents are the largest respondents, amounting to 12 people or 50.58%, while male respondents are 18 people or 49.41%. The number of respondents based on gender has different age levels can be seen in the following table:

**Table 2.** Distribution of Number of Respondents Based on Age Level

<b>Age (Years)</b>	<b>amount</b>	<b>Percentage (%)</b>
25-35	12	67.05
36-45	10	24.70
46-55	8	8.25
<b>amount</b>	<b>30</b>	<b>100%</b>

*Source: Processed Data 2021*

**Table 3.** Distribution of Number of Respondents Based on Education Level

<b>Education</b>	<b>amount</b>	<b>Percentage (%)</b>
SI	15	60
DIII	6	30.59
high school	9	9.41
<b>amount</b>	<b>30</b>	<b>100%</b>

*Source: Processed Data 2021*

Based on the table above, it can be seen that there are 30 respondents, the SI education level is 15 people or 60% of the respondents, then the DIII education level is 6 people or 30.59% respondents, then the SMA education level is 9 people or 9.41% respondents.

Motivation or willingness in this case is an encouragement or direction given by the leadership in motivating or directing subordinates by giving gifts to those who excel with this motivation the effectiveness of employee performance will increase. With motivation, it will indirectly create one's work enthusiasm so that they want to work together, work effectively and be integrated with all efforts to achieve satisfaction. Motivation appears as a need as well as a driver that can move all potential, both employees and other resources. In running an

organization motivation is needed, because in carrying out its functions a superior cannot do his job without being assisted by his employees. In order for employees to be willing and able to carry out their duties properly, a superior must be able to know what is the willingness or motivation of his subordinates to work in an organization in the agency. The following will discuss respondents' answers to the motivation of employees of the Bagan Sinembah Sub-district Office, Rokan Hilir Regency, Riau Province. We can see in the following table:

**Table 4.** Respondents' Answers towards Giving Motivating Power from Leaders to Employees in Each Execution of Their Duties

No	Answer Category	Respondent	Percentage %
1	Always	17	62.35
2	Often	13	37.64
3	Sometimes	-	-
4	Never	-	-
<b>amount</b>		<b>30</b>	<b>100%</b>

*Data Source: Processed 2021*

**Table 5.** Respondents' Answers to the Use of Rewards or Sanctions to Influence the Level of Motivation of Employees at Work

No	Answer Category	Respondent	Percentage %
1	Always	14	37.64
2	Often	16	55.29
3	Sometimes	-	-
4	Never	-	-
<b>amount</b>		<b>30</b>	<b>100%</b>

*Data Source: Processed 2021*

From the respondents' answers, it was concluded that the leaders here often use gifts or sanctions to influence the level of willingness or motivation of their employees. According to the author's interview with the Head of the CamatSinembah Chart of Rokan Hilir Regency, Riau Province, Mrs. Sakinah S.STP, M.Si On April 8, 2021 said that.

"There are still employees who come later to work and leave early, we will give such employees a warning or sanction to change their actions, in addition to employee behavior that prioritizes ethics and the quality of work from employees. There needs to be a strategy for change or simply setting performance goals because change is the treatment of people who get used to stability and continuity. In addition, employees who are effective and provide optimal performance quality will be given prizes or bonuses.

**Table 6.** Respondents' Answers Regarding Being Able and Skilled In Communicating both in Internal Agencies and in the Community

No	Answer Category	Respondent	Percentage %
1	Always	14	51.77
2	Often	12	36.47
3	Sometimes	4	11.76
4	Never	-	-
<b>amount</b>		<b>30</b>	<b>100%</b>

*Data Source: Processed 2021*



From the results of the author's interview with the Head of Subdivision of Adm and Personnel, Mrs. Theree Nirma Hartay indra SE, April 10, 2021 said. "Communication is one of the efforts that is applied to both communicating between organizations within the internal agency and with the community being served, so that the implementation of tasks can be in accordance with the goals that have been set, the application of good and skilled communication is an important role in achieving targets and increasing the effectiveness of the performance of employees".

Furthermore, to find out respondents' answers to the level of employee interaction with other employees in terms of working together, it can be seen in the following table:

**Table 7.** Respondents' Answers to the Level of Employee Interaction with Other Employees in Collaborating

No	Answer Category	Respondent	Percentage %
1	Good	16	72.94
2	Pretty good	14	27.05
3	Not good	-	-
4	Not good	-	-
<b>amount</b>		<b>30</b>	<b>100%</b>

*Data Source: Processed 2021*

The table above shows that of the 30 respondents in this study, the majority of respondents answered either with a total of 16 or 72.94%, stating that the level of interaction between employees and other employees was optimal, then with a total of 14 respondents or 27.05% answered quite well. on employee interactions with other employees in terms of working together in the agency.

In accordance with the author's interview with the Head of Government, Mr. Erfan Dedi Sanjaya S, STP on April 11, 2021, said, "Alhamdulillah, the cooperation of the employees is good in addition to the ability to complete work, cooperation in carrying out work activities can complete a task and work that has been done. determined, Subordinates can act as members and leaders of a good cooperation team in an effort to improve the effectiveness of performance in this agency"

From the recapitulation table above, it can be seen that in each of the positive questions that the author proposes as a questionnaire to find out respondents' answers regarding giving motivation toThe Effectiveness of Employee Performance in Improving Public Services at the Bagan Sinembah Sub-district Office, Rokan Hilir Regency, Riau Province Provinsi. So it can be concluded from the 30 respondents who became respondents in this study, the majority of respondents answered Always with the number of respondents who answered questions as many as 462 or 49.30% of respondents stated that motivation or willingness was very supportive in creating enthusiasm and increasing the effectiveness of employee performance in every task implementation. His duties and direction from the leader to his subordinates can also create cooperation. Productively managed to achieve and realize the goals that have been set. Furthermore, with the number of respondents who answered Frequent questions as many as 402 or 42.99% of respondents stated motivation or willingness of employees to support in creating a spirit of employee performance effectiveness and leadership direction to their subordinates can also create productive cooperation

Adjusted with the results of the author's interview on motivation which is one factor in the effectiveness of employee performance in improving public services at the Bagan

Sinembah Subdistrict Office, Rokan Hilir Regency, Riau Province, where the results of the author's interview with the Head of the Camat Office, Mrs. Sakinah S.STP, M.Si. April 8, 2021 says. "That motivation here plays an important role in the effectiveness of the performance of employees, besides that the willingness of employees to work together also looks good, in a good cooperative organization between leaders and subordinates or between other employees, it must be well established because this also affects the atmosphere or atmosphere. work environment, if the atmosphere or work environment is good, it can create enthusiasm and the effectiveness of the employee's performance itself.

From the results of the answers to the questionnaire data where the majority of respondents answered always and the interviews that the authors did, the authors concluded that motivation or willingness is one of the factors in implementing good policy efforts in increasing The Effectiveness of Employee Performance in Improving Public Services at the Bagan Sinembah Sub-district Office, Rokan Hilir Regency, Riau Province Provinsi In addition, leadership in an organization is also very important, meaning that a leader can influence the performance of government employees, a leader who is right in accordance with organizational conditions can support the realization of good employee performance and vice versa in an organization work success does not only depend on the employees on duty. operationally in an effort to produce something. In this case the motivation or willingness of the leader is also important as the party authorized to set policies, regulations and is included in encouraging and helping to improve the effectiveness of performance. In addition, the work environment also plays a very important role in realizing the effectiveness of good performance, the work environment includes a physical work environment such as building conditions.

Ability can be interpreted as intelligence, namely how our ability to understand something quickly and perfectly. Thus, employees who have a relatively high level of intelligence with adequate education and are skilled in doing their work will be sufficient to achieve the expected performance effectiveness. All abilities of an individual are essentially composed of two sets of intellectual abilities and physical abilities. Although at a certain level intellectual abilities are still needed, what is quite prominent in an organization is physical ability, an ability that is clearly related to the tasks to be carried out in the organization.

The following will discuss respondents' answers to Performance Ability Employees in Improving Public Services at the Bagan Sinembah Sub-District Office, Rokan Hilir Regency, Riau Province, We can see in the following table:

**Table 8.** Respondents' Answers to the Implementation of Jobs That Get Maximum Results

No	Answer Category	Respondent	Percentage %
1	Always	16	52.94
2	Often	14	47.06
3	Sometimes	-	-
4	Never	-	-
<b>amount</b>		<b>30</b>	<b>100%</b>

*Data Source: Processed 2021*



**Table 9.** Respondents' Answers to Employees' Ability to Understand Duties and Responsibilities

No	Answer Category	Respondent	Percentage %
1	Always	13	31.76
2	Often	15	38.82
3	Sometimes	2	29.41
4	Never	-	-
<b>amount</b>		<b>30</b>	<b>100%</b>

*Data Source: Processed 2021*

From the table above shows that of the 30 respondents who became respondents in this study, the majority of respondents answered often with a total of 15 respondents or 38.82% stating that employees can understand the duties and responsibilities that have been entrusted to them, while with a total of 13 respondents or 31, 76 stated always and the remaining 2 respondents or 29.41% stated sometimes.

From the results of the author's interview with the Head of the Camat Office, Mrs. Sakinah S.STP, M.Si. On April 8, 2021 said, "the ability of employee performance in handling various jobs also gives satisfaction to the results of the work done. able to understand the duties and responsibilities and partly able to provide optimal work results even though the work has not been mastered, the ability refers to the results that have been carried out by employees in addition to directives from the leadership of the Rokan Hulu Regency Government annually holding training for sub-district office employees with the aim of for the development of employees and abilities as well as to improve the effectiveness of performance in providing public services to the community ".

From the results of the author's interview with the Head of Personnel, Mr. Anang Perdhana Putera S.STP on April 10, 2021 regarding the ability of employee performance, he said, "The performance ability of employees at the Camat Office can be said to be effective both in terms of service performance and work quality. As a public service, the Camat Office is able to innovate so that it makes it easier for the community to manage licensing, non-licensing and investment. Even though we have won the award, we will continue to improve the effectiveness of service performance at the Camat Office, the increase in human resources also aims to ensure that all existing counters can serve all types of applications so far. Each counter still serves applications based on certain fields".

Technology here is related to the use of assistive devices in an organization, doing a job must of course be supported by adequate technology, new technology is usually more efficient and effective than old technology. Technology is more likely to be positive and proactive by employees in doing work because they view technology as a friend not as an enemy to improve the effectiveness of employees' performance.

**Table 10.** Respondents' Answers to the Provision of Information and Technology Facilities in Agencies

No	Answer Category	Respondent	Percentage %
1	Good	18	65.89
2	Pretty good	12	34.11
3	Not good	-	-
4	Not good	-	-
<b>amount</b>		<b>30</b>	<b>100%</b>

*Data Source: Processed 2021*

The table above shows that of the 30 respondents who became respondents in this study, the majority answered well with a total of 18 respondents or 65.89%, stating that they had good and good provision of information and technology facilities at the agency, then with a total of 12 respondents or 34.11% answered quite well, from the respondent's answers it can be concluded that the provision of information and dintasi technology is good.

From the results of the author's interview with the Head of Government, Mr. Muhammad Hafai on April 16, 2021 said, "Currently, the provision of information and technology facilities has increased with the presence of WIFI networks and other supporting facilities, which greatly assist in completing the work in the Camat Office, the work can be completed on time. in time".

Furthermore, to find out respondents' answers to the mastery and utilization of information and technology in the agency, see the following table:

**Table 11.** Respondents' Answers to Mastery and Utilization of Technology in Improving Work Quality

No	Answer Category	Respondent	Percentage %
1	Good	17	56.47
2	Pretty good	13	43.53
3	Not good	-	-
4	Not good	-	-
<b>amount</b>		<b>30</b>	<b>100%</b>

*Data Source: Processed 2021*

**Table 12.** Respondents' Answers to the Availability of Facilities and Infrastructure in Institutions

No	Answer Category	Respondent	Percentage %
1	Good	19	76.48
2	Pretty good	11	23.53
3	Not good	-	-
4	Not good	-	-
<b>amount</b>		<b>30</b>	<b>100%</b>

*Data Source: Processed 2021*

The table above shows that of the 30 respondents who became respondents in this study, the majority of respondents answered either with a total of 19 or 76.48%, stating that the availability of facilities and infrastructure at the institution was adequate, while the number of 11 respondents or 23.52% answered quite well. . From the various categories of answers given by the respondents, it can be concluded that the availability of facilities and infrastructure in the institution is good and has supported the achievement of optimal goals.

From the results of the author's interview with the Head of Government, Mr. Muhammad Hafai on April 16, 2021, he said, "the technology in the Camat Office has increased from the previous year, indeed there are still facilities and infrastructure that still look not good but all of that can be covered by the existence of good cooperation between employees in utilizing these facilities so that the work is done on time. as for the problem at this time is the limited Electrical Energy Resources. Now we are trying to find the best solution so as not to interfere with the implementation of the work and hopefully the problem will be resolved quickly".

From the questionnaire data which the majority answered well and the interviews that the authors conducted, the authors can conclude that the technology factor is very influential

and supports the effectiveness of the performance of the employees of the Bagan Sinembah Subdistrict Office, Rokan Hilir Regency, Riau Province.

To see a recapitulation of answers to questions from the effectiveness indicators on Bagan Sinembah Sub-District Head Office, Rokan Hilir Regency, Riau Province, can be seen in the following table:

**Table 13.** Recapitulation of Respondents' Answers from Effectiveness Indicators at the Bagan Sinembah Sub-District Head Office, Rokan Hilir Regency, Riau Province

	Question Items	Answer Category									
		Always/ good		Often/good enough		Sometimes/ not good		Never/not good		N	%
		F	%	F	%	F	%	F	%		
<b>Motivation</b>	Giving Motivating Power From Leaders To Employees In Every Execution Of Their Duties	17	62.35	13	37.64	-	0	-	0	30	100
	The Use of Rewards Or Sanctions To Influence The Level Of Motivation Of Employees At Work	14	37.64	16	55.29	-	0	-	0	30	100
	Able And Skilled In Communicating Both In Internal Agencies And In The Community	14	51.77	12	36.47	4	11.76	-	0	30	100
	Level of Employee Interaction with Other Employees in Cooperation	16	72.94	14	27.05	-	0	-	0	30	100
<b>Ability</b>	Implementation of Work That Gets Maximum Results	16	52.94	14	47.06	-	0	-	0	30	100
	Employee Ability in Understanding Duties and Responsibilities	13	31.76	15	38.82	2	29.41	-	0	30	100
<b>Technology</b>	Provision of Information and Technology Facilities in Agencies	18	65.89	12	34.11	-	0	-	0	30	100
	Mastery and Utilization of Technology in Improving Work Quality	17	56.47	13	43.53	-	0	-	0	30	100
	Availability of facilities and infrastructure in institutions	19	76.48	11	23.53	-	0	-	0	30	100
	<b>amount</b>	<b>144</b>	<b>50.82</b>	<b>120</b>	<b>34.35</b>	<b>6</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>120</b>	<b>100</b>

*Data Source: Processed 2021*

Furthermore, to measure the Effectiveness of Employee Performance Head of Bagan Sinembah sub-district office, Rokan Hilir Regency, Province then the data tabulation process is carried out as follows:

From the above recapitulation, it can be seen as follows:

Frequency Option

A=144

B=120

C=6

D=0

To find the average percentage above, the following formula can be used:

The above recapitulation can be seen

$$N = Fa + Fb + Fc + Fd$$

$$= 144 + 120 + 6 + 0$$

$$= 270$$

Next is to find F by first giving weight to each option, namely:

Option A with a weight of 4 Option B with a weight of 3 Option C with a weight of 2 Option D with a weight of 1.

From the weights that have been given the value above, F is obtained as follows:

$$\text{Frequency Option A} = 144 \times 4 = 576$$

$$\text{Frequency Option B} = 120 \times 3 = 360$$

$$\text{Frequency Option C} = 6 \times 3 = 18$$

$$\text{Frequency Option D} = 0 \times 1 = 0$$

$$\text{Total F} = 954$$

Based on the numbers that have been obtained, the qualitative average percentage can be searched as follows:

$$P = F \times 100 : 4 N$$

$$= 100. F 4.N$$

$$= 100 (F)$$

$$4 (N)$$

$$= 100.954$$

$$1080$$

$$= 95400$$

$$1080$$

$$= 88.33$$

From the qualitative average percentage obtained above is the percentage of Performance Effectiveness Employees in Improving Public Services at the Bagan Sinembah Sub-District Office, Rokan Hilir Regency, Riau Province, to understand whether or not the effectiveness of the performance will be given a measure, according to Suharsimi Ari Kunto as follows:

- Appropriate/Good/Always/Good= 76-100%
- Quite Appropriate/Often/Enoughgood=56-75%
- Less Appropriate/Sometimes/Not Good = 40-55%
- Not Appropriate/Never/NeverGood= <40%

Based on the results of the questionnaire tabulation research on the effectiveness of employee performance in improving public services at the Bagan Sinembah sub-district office, Rokan Hilir regency, Riau province, it shows that the effectiveness of employee performance in improving public services at the Bagan Sinembah sub-district office, Rokan Hilir regency, Riau province, has been going well.

This can be seen from 30 respondents who gave answers with a percentage of 50.82. This level of performance effectiveness is satisfactory and here is categorized as Good. Although the results of the study are in the Good category, in practice there are of course advantages and disadvantages that must be considered and the need for better direction and cooperation in order to increase the effectiveness of employee performance, besides that they can be more capable and skilled in serving the community who carry out management. Bagan Sinembah Sub-District Head Office, Rokan Hilir Regency, Riau Province.

## V. Conclusion

Based on the results of research and discussion on Employee Work Effectiveness in Improving Public Services at the Bagan Sinembah District Office, Rokan Hilir Regency, Riau Province in the previous chapter, the following conclusions can be drawn:

### 1. Motivation

Motivation here is defined as a performance of leaders and employees towards work situations in their agency environment, those who perform positively on their work situations will show high work motivation, this is also very supportive in creating enthusiasm and increasing Performance Effectiveness. Employees in Improving Public Services at the Bagan Sinembah Sub-District Office, Rokan Hilir Regency, Riau Province in each of the implementation of his duties and direction from the leadership to his subordinates can also create productive cooperation to achieve the goals that have been set.

### 2. Ability

The ability to carry out the work has been good and the quality of the work has also obtained maximum results, with the achievement of this effective performance. Employees in Improving Public Services at the Bagan Sinembah Sub-District Office, Rokan Hilir Regency, Riau Province have been required to apply good management standards and have been assessed and verified by the institution entitled to provide certification.

### 3. Technology

Technology here is related to the use of assistive devices in an organization, doing a job is certainly supported by adequate technology. Provision of information and technology facilities in Performance Effectiveness. Employees in Improving Public Services at the Bagan Sinembah Sub-District Office, Rokan Hilir Regency, Riau Province has improved with the existence of WIFI networks and other supporting facilities that really help in completing the work.

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